

**Amendment to the Claims:**

This listing of claims will replace all prior versions, and listings of claims in the application:

**Listing of Claims:**

- 1                   1. (previously presented) A method for providing telephone application services using a managed VOIP network, where voice data transmitted over the network is codified in a native VOIP format, said method comprising the acts of:
  - 4                   providing a plurality of channels for handling incoming telephone calls and a shared memory, accessible to all channels, storing response voice data in native VOIP format;
  - 6                   providing an I/O thread for each channel for managing all I/O, with I/O thread performing the following acts:
    - 8                   while playing a message, giving higher priority to data transmission than to data reception; and
    - 10                  while recording a message, giving higher priority to data reception than to data transmission;
    - 12                  receiving a first incoming telephone call, including a first plurality of received IP packets encapsulating voice data in native format, from a service requestor over the managed VOIP network;
    - 15                  setting up a connection between the incoming telephone call and a first one of said channels for handling the incoming telephone call;
    - 17                  identifying a requested service;
    - 18                  accessing response voice data, stored in the native VOIP format in said shared memory, responsive to the requested service;
    - 20                  encapsulating said response voice data in a second plurality of response IP packets; and
    - 22                  sending said second plurality of response IP packets over said managed VOIP network to the service requestor.

1                   2. (original) The method of claim 1 where said act of identifying a requested  
2 service comprises the acts of:

3                   processing voice data in native format, extracted from said received IP  
4 packets, to identify a requested service;

5                   extracting voice data from said received IP packets; and

6                   performing speech analysis on extracted voice data to identify the service  
7 requested.

1                   3. (previously presented) The method of claim 1 where said act of  
2 identifying a requested service comprises the acts of:

3                   identifying a DTMF signal;

4                   determining a requested service associated with an identified DTMF  
5 signal.

1                   4. (original) The method of claim 1 where said act of accessing response  
2 voice data further comprising the acts of:

3                   determining whether said requested service requires text to speech (TTS)  
4 conversion;

5                   if so invoking a TTS module that converts text to non-native voice data  
6 not in native VOIP format;

7                   converting said non-native voice data to native VOIP format.

1                   5. (original) The method of claim 1 where said act of accessing response  
2 voice data further comprising the acts of:

3                   determining whether received voice data will be processed by a speech  
4 recognition module;

5                   if so, converting said native VOIP format voice data to non-native format  
6 voice data prior to speech recognition.

1                   6. (original) The method of claim 1 further comprising the act of:  
2                   extracting calling ID line data from VOIP call signaling protocol to obtain  
3                   location information about the service requestor;  
4                   accessing customized voice data, in native VOIP format, from said shared  
5                   memory;  
6                   encapsulating said customized voice data in customized IP packets; and  
7                   sending said customized IP packets to the service requestor over the managed  
8                   VoIP network.

1                   7. (canceled).

1                   8. (previously presented) A method for providing telephone application  
2                   services using a managed VOIP network, where voice data transmitted over the network is  
3                   codified in a native VOIP format, said method comprising the acts of:  
4                   providing a plurality of channels for handling incoming telephone calls and a  
5                   shared memory, accessible to all channels, storing response voice data in native VOIP format;  
6                   providing a plurality of message access servers for controlling access to shared  
7                   memory;  
8                   receiving a first incoming telephone call, including a first plurality of received IP  
9                   packets encapsulating voice data in native format, from a service requestor over the managed  
10                  VOIP network;  
11                  setting up a connection between the incoming telephone call and a first one of  
12                  said channels for handling the incoming telephone call;  
13                  identifying a requested service;  
14                  utilizing a service requestor ID to access a user database holding an association  
15                  between the ID and a home MAS for accessing response voice data for the service requestor,  
16                  wherein the accessed response voice data is stored in the native VOIP format in said shared  
17                  memory;  
18                  encapsulating said response voice data in a second plurality of response IP  
19                  packets.

Appl. No. 09/658,771  
Amdt. dated September 28, 2004  
Response to Notice of Allowance June 29, 2004

PATENT

1 9. (canceled).